CMS Net

Requests/Authorizations

This guideline is for training and internal use only.

Generate Requests/Authorizations

Table of Contents

cmsnet25.doc   iv   Revised 8/26/2003
This guideline is for training
and internal use only.

Generate Requests/Authorizations

Generate Requests/Authorizations

Generating Authorizations requires two separate transactions:

- Enter Request

- Authorize Request

A third step, Print Authorizations, is required if you do not select the PRINT NOW option when authorizing.

Important Note

The system will automatically prompt for a REQUEST NUMBER, which is assigned to all Authorizations. Remember to KEEP TRACK OF THE REQUEST NUMBERS and AUTHORIZATION DATES when generating Authorizations.

Generate Requests/Authorizations, continued

Enter Request for Service (Authorization)

To enter a Request for Service, begin at the System Option prompt as seen below:

Steps to Access Generate Requests/ Authorizations

After logging into CMS Net, at the Primary Option prompt do the following:

Step	Action
1	Type **"GE"** for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type **"EN"** for *Enter Request*.
4	Press <Enter>.

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Generate Requests/Authorizations, continued

Identify Patient   After pressing <Enter>, the following appears:

```
CMS                     PATIENT IDENTIFICATION FOR:        CMSPI-10
                           ENTER REQUEST


 Enter one of the following identifiers:


 CCS Number:


 Pt Name:


 Birthdate:                  Gender:


 Client Index Number:

```

For instructions on selecting patient, see the Patient ID section of this manual.

After selecting the patient and pressing <Enter>, the following appears:

Continued on next page.

cmsnet25.doc   3   Revised 8/26/2003
                                This guideline is for training
                                and internal use only.

Generate Requests/Authorizations, continued

Determine if Extension to Existing Request

After pressing <Enter>, the following appears:

```
Extension? No//
```

Step	Action
1	Press <Enter> if *NO*, **OR**
	Type **"Y"** if *YES* and press <Enter>.

Generate Requests/Authorizations, continued

Select Vendor   After pressing <Enter>, the following appears:

```
VENDOR:
```

Step	Action
1	Select Vendor by either: • Typing a few letters of Vendor name and press <Enter>, **OR** • Type **"?"** to display list and select correct option and press <Enter>.

➡ Errors in the VENDOR NAME or ADDRESS should be corrected. See VENDOR Registration instructions.

After pressing <Enter>, the following appears:

```
DOMAIN PROVIDER NUMBER:
```

5
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Generate Requests/Authorizations, continued

Step	Action
1	Select Domain Provider Number by either:
	• Typing a few letters of Domain Provider name or number and press <Enter>, **OR**
	• Type **"?"** to display list and select correct option and press <Enter>.

Select Domain Provider Number

After pressing <Enter>, the following prompt appears:

```
SPECIALIST:
```

Step	Action
1	Type information if known, **OR**
	Type **NONE**.
	➡ This is a free text field.
2	Press <Enter>.

Generate Requests/Authorizations, continued

**Select
Diagnosis**

After pressing <Enter>, the following prompt appears:

```
Enter a number to select one of the following patient Diagnoses:
  1        769:RESPIRATORY DISTRESS SYNDROME
DIAGNOSIS:
```

Step	Action
1	Choose the diagnosis by number, **OR**
	Select another diagnosis by typing in the ICD-9 or diagnosis name.
2	Press <Enter>.

After pressing <Enter>, the following prompt appears:

```
SECONDARY DIAGNOSIS:
```

Continued on next page.

Generate Requests/Authorizations, continued

Step	Action
1	Select another diagnosis by typing in the ICD-9 or diagnosis name, **OR**
	Press <Enter> to skip.

Service Classification

After pressing <Enter>, the following prompt appears:

```
SERVICE CLASSIFICATION:  ?
 Answer with SERVICE CLASSIFICATION NAME, or CODE
 Do you want the entire12-EntrySERVICE CLASSIFICATION List? y  (Yes)
Choose from:
   DENTAL       D
   EQUIPMENT       E
   HEARING AID DEALERS      H
   INPATIENT       I
   MEDICAL SUPPLIES     M
   ORTHODONTIA      B
   OTHER       R
   OUTPATIENT      O
   PHYSICIAN      A
   PROSTHESIS      P
   THERAPIES      T
   VENDORED THERAPY      V

SERVICE CLASSIFICATION:
```

Step	Action
1	Type **"?"** to display list of options.
2	Enter the code associated with a Service Classification.
3	Press <Enter>.

Generate Requests/**Authorizations,** continued

Effective Dates

After pressing <Enter>, the following prompt appears:

```
FROM EFFECTIVE DATE:
```

Step	Action
1	Enter Effective Date of Service Authorization.
2	Press <Enter>.

After pressing <Enter>, the following prompt appears:

```
NO OF DAYS OR EXP DATE:
```

Step	Action
1	Type number of days authorized, **OR** Type Authorization Expiration Date.
2	Press <Enter>.

Continued on next page.

Generate Requests/Authorizations, continued

Treatment Plan

After pressing <Enter>, the following prompt appears:

```
TREATMENT PLAN:
  1>HOSPITALIZATION
EDIT Option:
```

➡ The first line of the Treatment Plan may be filled in, as seen above, depending on the Service Classification selected (i.e. Hospitalization).

Step	Action
1	If Line 1 is not filled in, type the Treatment Plan. ➡ This function works like a narrative.
2	If Line 1 is filled, press <Enter> to accept, **OR** Type an "A" to add lines and enter the entire Treatment Plan.
3	Press <Enter>.

➡ **Note:** The Treatment Plan information entered into the system will print in the body of the authorization.

If line 1 is not filled in, do the following:

Continued on next page.

Generate Requests/Authorizations, continued

Step	Action
1	If Line 1 is not filled in, type the Treatment Plan.
	➡ This function works like a narrative.
2	Press <Enter>.

Edit Option   After pressing <Enter>, the following prompt appears:

```
EDIT Option:  ??
     Choose by first letter, a Word Processing Command from the following:
          Add Lines to End of Text
          Break a Line into Two
          Change Every String to Another in a Range of Lines
          Delete Line(s)
          Edit a Line (Replace ___ With ___ )
          Insert Line(s) after an Existing Line
          Join Line to the One Following
          List a Range of Lines
          Move Lines to New Location within Text
          Print Lines as Formatted Output
          Repeat Lines at a New Location
          Search for a String
          Transfer Lines from Another Document
          Utility Sub-Menu
     or type a Line Number to edit that line.
EDIT Option:
```

cmsnet25.doc   11   Revised 8/26/2003
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Generate Requests/Authorizations, continued

Step	Action
1	Type the first letter of the Word Processing command necessary to edit the text **OR** press <Enter> to exit Edit Option.
2	Proceed as prompted to complete the selected edit function .
3	Press <Enter> to exit Edit Option.

Request Number Assigned

After pressing <Enter>, the following prompt appears:

```
REQUEST NUMBER: 155252 FILED FOR SMITH,KENNETH
Do you want to GENERATE a 'ENTER REQUEST' NARRATIVE? No//
```

➡ Important to note the Request Number assigned.

Generate Narrative

For instructions on generating a narrative, see "Generate Narrative" in the CMS Intro section of this manual.

Print Narrative

For instructions on printing a narrative, see "Print Narrative" in the CMS Intro section of this manual.

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Generate Requests/Authorizations, continued

Generate MailMan

After generating or not generating a Narrative, the following prompt appears:

```
Do you want to send MAIL Message? No//
```

Generate MailMan

For instructions on sending a Mail Message, see the "MailMan" section of this manual.

Authorize the Request

The following prompt will appear **only** if you are allowed to authorize the request.

➡ Independent counties are the only offices who can authorize a request.

```
Do you want to ***AUTHORIZE*** this request now?   No//
```

Step	Action
1	Press <Enter> if *NO*, **OR**
2	Enter **"Y"** if *yes* and press <Enter>.

Continued on next page.

cmsnet25.doc   13   Revised 8/26/2003
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Generate Requests/Authorizations, continued

If No to Authorize

The following prompt appears if you are **NOT** authorizing the request:

```
This patient has Application status: SIGNED APP 11/10/1997
Do you want to enter/edit the Application status? NO//
```

If Yes to Enter/Edit Application Status

If updating the Application Status, see Edit Application Status Application Status section of this manual.

➡ The current Application Status is displayed.

```
APPLICATION STATUS: SIGNED APP// ?
     MUST BE VALID CHANGE TO ACTIVE STATUS
 Answer with APPLICATION STATUS CODE
Do you want the entire APPLICATION STATUS List? y  (Yes)
Choose from:
   0     NO APP SENT  (REMOVE FROM TICKLER)
   1     1ST LETTER SENT
   2     2ND LETTER SENT
   3     FINAL NOTICE
   H     HEALTHY FAM COUNTY LETTER SENT  (REMOVE FROM TICKLER)
   N     NO ACTION-NO RESPONSE  (REMOVE FROM TICKLER)
   O     NO ACTION  (REMOVE FROM TICKLER)
   S     SIGNED APP  (REMOVE FROM TICKLER)

APPLICATION STATUS: SIGNED APP//
```

cmsnet25.doc   14   Revised 8/26/2003
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Generate Requests/Authorizations, continued

Step	Action
1	Enter the code to the corresponding Application Status.
2	Press <Enter>.

The prompts you receive will be determined by the Application Status you select.

If No to Enter/Edit Application Status

If you are not editing the Application Status, the following prompt appears:

```
Do you want to enter another request for SMITH,KENNETH? No//
```

Step	Action
1	Press <Enter> if *NO*, **OR** Type **"Y"** if *YES* and press <Enter>.

Completion of Requesting a Service

You have successfully completed requesting a service.

Continued on next page.

cmsnet25.doc   15   Revised 8/26/2003
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Generate Requests/Authorizations, continued

If Yes to Authorize

If you responded "**Yes**" to the prompt below,

"Do you want to ***AUTHORIZE *** this request? No// ",

follow the instructions as outlined in the "Authorizations" section.

cmsnet25.doc   16   Revised 8/26/2003
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Generate Requests/Authorizations, continued

NOTES

Modify a Request for Service

Modify a Request for Service

To use the Modify Request function, the Request for Service **CANNOT** already be authorized. If the Request is already authorized, see the Modifying an Authorization section.

```
PRIMARY OPTION>  GE_   (Generate Requests/Auths/Claims)

EVENT TRACKING OPTION>  MO   (Modify Request)
```

After logging into CMS Net, at the Primary Option prompt do the following:

Step	Action
1	Type **"GE"** for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type **"MO"** for *Modify Request*.
4	Press <Enter>.

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Modify a Request for Service, continued

**Identify
Patient**
After pressing <Enter>, the following appears:

```
CMS                        PATIENT IDENTIFICATION FOR:                CMSPI-10
                              MODIFY REQUEST


 Enter one of the following identifiers:


 CCS Number:


 Pt Name:


 Birthdate:                  Gender:


 Client Index Number:

```

For instructions on selecting patient, see the Patient ID section of this
manual.

cmsnet25.doc   19   Revised 8/26/2003
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Modify a Request for Service, continued

Select Request   After selecting the patient and pressing <Enter>, the following appears:

```
Select REQUEST:
```

Step	Action
1	Type **Request Number**, OR
	Type **"?"** to display list.
2	Press <Enter>

Continued on next page.

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Modify a Request for Service, continued

Begin Modifying Service Request

After pressing <Enter> the original data prompts appear as below:

```
PATIENT: SMITH,KENNETH  REQUEST NUMBER: 155253  STATUS: REQUESTED


VENDOR: MARKS, HAROLD MD//
```

Step	Action
1	Type new information, **OR**
	Press <Enter>, if no changes.

Continue with all prompts until all fields to be changed are done.

Completion of Modifying a Request for Service

You have successfully modified a Request for Service.

NOTES

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Deny a Request for Service

Deny a Request for Service

To use the Deny Request function, the Request for Service **CANNOT** already be authorized. If the Request is already authorized, see the Cancel an Authorization section.

```
PRIMARY OPTION>  GE   (Generate Requests/Auths/Claims)

EVENT TRACKING OPTION>  DE   (Deny Request)
```

After logging into CMS Net, at the Primary Option prompt do the following:

Step	Action
1	Type **"GE"** for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type **"DE"** for *Deny Request*.
4	Press <Enter>.

Continued on next page.

Deny a Request for Service, continued

Identify Patient   After pressing <Enter>, the following appears:

```
CMS                        PATIENT IDENTIFICATION FOR:              CMSPI-10
                           MODIFY REQUEST


 Enter one of the following identifiers:


 CCS Number:


 Pt Name:


 Birthdate:                   Gender:


 Client Index Number:


```

For instructions on selecting patient, see the Patient ID section of this manual.

Continued on next page.

cmsnet25.doc   25   Revised 8/26/2003
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Deny a Request for Service, continued

Select Request   After selecting the patient and pressing <Enter>, the following appears:

```
Select REQUEST:
```

Step	Action
1	Type Request Number, **OR**
	Type **"?"** to display list.
2	Press <Enter>

Continued on next page.

cmsnet25.doc   26   Revised 8/26/2003
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Deny a Request for Service, continued

Reason for Denial

After pressing <Enter> the following message and prompt appears:

```
PATIENT: SMITH,KENNETH   REQUEST NUMBER: 155253   STATUS: REQUESTED

REASON FOR DENIAL:
```

Step	Action
1	Enter Denial Reason on line of free text.
2	Press <Enter>

Generate Narrative

After pressing <Enter> the following message and prompt appears:

```
<REQUEST DENIED>

Do you want to GENERATE a 'DENY REQUEST' NARRATIVE? No//
```

Continued on next page.

Generate Narrative

For instructions on generating a narrative, see "Generate Narrative" in the CMS Intro section of this manual.

Print Narrative

For instructions on printing a narrative, see "Print Narrative" in the CMS Intro section of this manual.

Enter Free Text

After a Narrative has been generated and/or printed or not printed, the following prompt appears:

```
THIS LETTER IS PRINTED BY THE SYSTEM
Enter FREE TEXT:
  1>
```

Step	Action
1	Press <Enter> to skip, **OR**
	Enter *Free Text*.
2	Press <Enter>

Continued on next page.

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Deny a Request for Service, continued

Carbon Copy   After pressing <Enter>, the following prompt appears:

```
SEND CARBON COPY TO: ?
Enter 'F' for Family,
      'V' for Vendor,
      'M' for Managed Care Provider
      'R' for Regional Office,
      'C' for County Office,
      'L' for Local Office,
      'O' for Other of
      <CR> if NO more COPIES to be sent

SEND CARBON COPY TO:
```

Step	Action
1	Type **"?"** for list of options.
2	Enter the appropriate option.
3	Press <Enter>.

Print Letter   After printing narrative, the following message and prompt appears:

```
LETTER # 24611 GENERATED BY SYSTEM IN ENGLISH
PRINT NOW? NO//
```

For instructions on printing a letter, see the CMS Intro section of this manual.

Deny a Request for Service, continued

Enter Comments

After printing narrative, the following message and prompt appears:

```
THIS MAIL IS TRACKED AS CORRESPONDENCE

  COMMENTS:
```

Step	Action
1	Enter any **Comments** you want to display on Display Events, **OR** Press <Enter> to skip.
2	Press <Enter>

cmsnet25.doc   30   Revised 8/26/2003
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Send Mail Message

After pressing <Enter>, the following prompt appears:

```
Do you want to send MAIL Message? No//
```

Generate MailMan

For instructions on sending a Mail Message, see the "MailMan" section of this manual.

```
Do you want to deny another request for SMITH,KENNETH? No//
```

Step	Action
1	Press <Enter> to return to Deny Request for Patient, **OR** Type **"Y"** to deny another request.
2	Press <Enter>

Completion of Deny a Request for Service

You have successfully completed Deny a Request for Service.

cmsnet25.doc
31
Revised 8/26/2003
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Deny a Request for Service, continued

NOTES

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Authorizations

Authorizing the Service

To enter a Request for Service, begin at the Primary Option prompt as seen below:

```
PRIMARY OPTION>  GE   (Generate Requests/Auths/Claims)

EVENT TRACKING OPTION>  AU   (Authorize Request)
```

After logging into CMS Net, at the Primary Option prompt do the following:

Step	Action
1	Type "**GE**" for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type "**AU**" for *Authorize Request*.
4	Press <Enter>.

Continued on next page.

cmsnet25.doc   33   Revised 8/26/2003
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Authorizations, continued

**Identify
Patient**

After pressing <Enter>, the following appears:

```
CMS                    PATIENT IDENTIFICATION FOR:              CMSPI-10
                           AUTHORIZE REQUEST


 Enter one of the following identifiers:


 CCS Number:


 Pt Name:


 Birthdate:                    Gender:


 Client Index Number:


```

For instructions on selecting patient, see the Patient ID section of this
manual.

**Important
Note**

You **must** update Registration and/or Establish Medical Eligibility and/or
Insurance/Other Coverage, if any of these occur:

➡ Patient status is NOT active.

➡ Patient CCS # is pending.

➡ Medi Cal and/or Insurance/Other Coverage information not entered.

cmsnet25.doc   34   Revised 8/26/2003
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                           and internal use only.

Authorizations, continued

Select Request After selecting the patient and pressing <Enter>, the following appears:

```
Select REQUEST:
```

Step	Action
1	Enter **Request Number**, if known.
2	Press <Enter>, **OR** Enter **"?"** to display the numbers.
3	Enter the **Request Number** from list.
4	Press <Enter>.

cmsnet25.doc   35   Revised 8/26/2003
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Modify Request Data?

After selecting the Request Number to be authorized and pressing <Enter>, the following appears:

```
PATIENT: SMITH,LISA DAWN  REQUEST NUMBER: 155254  STATUS: AUTHORIZED

Do you want to modify REQUEST data also? No//
```

The current status is displayed:

- Authorized
- Cancelled
- Denied
- Requested

Step	Action
1	Press <Enter> to skip, **OR** Enter "**Y**" for YES to modify. ➡ See the Modify Requests section, if need to modify. **Important Note:** Remember to modify <u>both</u> the Request for Service and Authorization Data, as appropriate.
2	Press <Enter>.

If status is cancelled or denied, the following prompt appears:

```
AUTHORIZE REQUEST ANYWAY? No//
```

Step	Action
1	Press <Enter> to skip, **OR**
	Enter "**Y**" for *YES* authorize and press <Enter>.

Type of Authorization   After pressing <Enter> to skip, the following prompt appears:

```
TYPE OF AUTHORIZATION: TREATMENT// ?
     REQUIRED IF 'AUTHORIZED', OTHERWISE DELETE
     CHECK AGAINST MEDICAL ELIGIBILITY
     Choose from:
       T        TREATMENT
       D        DIAGNOSTIC
       V        VENDORED THERAPY
       F        HF TREATMENT
       N        HF VENDOR THERAPY
TYPE OF AUTHORIZATION: TREATMENT//
```

Step	Action
1	Press <Enter> to accept, **OR**
	Type **"?"** to display list of options.
2	Enter correct code for Type of Authorization.
3	Press <Enter>.

Continued on next page.

cmsnet25.doc   37   Revised 8/26/2003
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Authorizations, continued

After pressing <Enter>, the following prompt appears:

```
AUTHORIZED SERVICE:
  1>Patient will have an ingrown toenail removed.
EDIT Option:
```

➡ This information will be displayed if it was entered in Request for Service.

Step	Action
1	● Press <Enter> to accept what is displayed, **OR** ● Edit partial lines by typing **"L"** at EDIT OPTION and follow prompt to display complete entry lines, **OR** ● Edit line by typing new information using EDIT OPTION.
2	Press <Enter>.

cmsnet25.doc   38   Revised 8/26/2003
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Authorizations, continued

Important Note	For Treatment Authorizations, Primary Diagnosis can't be "Undiagnosed Condition". If the Primary Diagnosis is unknown, the following prompt appears:

```
Enter a number to select one of the following patient Diagnoses:
     1    000.00:UNDIAGNOSED CONDITION

Required field missing, multiple entry not fully processed, or field did not
pass condition check.         DIAGNOSIS <000.00:UNDIAGNOSED CONDITION
Replace ...
```

Step	Action
1	Type 3 dots (periods) ... to replace entire prior entry.
2	Press <Enter>.
3	Replace with ICD9 codes or type diagnosis name. ➡ System will display ICD-9 codes.
4	Press <Enter>.

Request Authorized	The message below appears when the Authorization process is complete.

```
<REQUEST AUTHORIZED>
```

Continued on next page.

Generate Narrative   After pressing <Enter>, the following prompt appears:

```
Do you want to GENERATE a 'AUTHORIZE REQUEST' NARRATIVE? No//
```

For instructions to generate narrative, see "Generate Narrative" in the CMS Intro section of this manual.

Print Narrative   After generating narrative and pressing <Enter>, the following prompt appears:

```
PRINT NOW? No//
```

For instructions to print narrative, see "Print Narrative" in the CMS Intro section of this manual.

➡ Please ignore the following message, which appears:

```
LETTER 'TREATMENT AUTHORIZED' NOT FOUND.
```

cmsnet25.doc   40   Revised 8/26/2003
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**Send Mail
Message**

After printing narrative and pressing <Enter>, the following prompt appears:

```
Do you want to send MAIL Message? No//
```

For instructions to send Mail Message, see the "MailMan" section of this manual.

Continued on next page.

cmsnet25.doc   41   Revised 8/26/2003
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Authorizations, continued

Authorize Additional Request

After sending Mail Message and pressing <Enter>, the following prompt appears:

```
Do you want to authorize another request for SMITH,LISA DAWN? No//
```

Step	Action
1	Press <Enter> to skip, **OR**
	Type "**Y**" for YES.
2	Press <Enter>.

Completion of Authorization

You have successfully authorized a Request for Service.

cmsnet25.doc   42   Revised 8/26/2003
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NOTES

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Printing an Authorization

Printing an Authorization

To Print an Authorization, begin at the Primary Option prompt as seen below:

```
PRIMARY OPTION>  GE  (Generate Requests/Auths/Claims)

EVENT TRACKING OPTION>  PR (Print Authorized Request)
```

After logging into CMS Net, at the Primary Option prompt do the following:

Step	Action
1	Type "**GE**" for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type "**PR**" for *Print Authorized Request*.
4	Press <Enter>.

Continued on next page.

Printing an Authorization, continued

Select Office   After pressing <Enter>, the following prompt appears:

```
  Select one of the following:

          1          REGIONAL OFFICE
          2          COUNTY
          0          LOCAL OFFICE

Select by: REGIONAL OFFICE//
```

Step	Action
1	Type **"1"** or press <Enter> to select Auths by Regional Office, **OR**
	Type **"2"** or select Auths by County, **OR**
	Type **"0"** to select Auths by Local Office.
2	Press <Enter>

cmsnet25.doc   45   Revised 8/26/2003
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Printing an Authorization, continued

After pressing <Enter>, the following prompt appears:

```
Select (RO/CO/LOCAL) NAME:
```

Step	Action
1	If Regional Office selected, this prompt appears:
	"Select REGIONAL OFFICE NAME:"
	If County Office selected, this prompt appears:
	"Select COUNTY NAME:"
	If Local Office selected, the prompt appears:
	"Select REGION IN COUNTY NAME:"
2	Press <Enter>

cmsnet25.doc   46   Revised 8/26/2003
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Select Date   After pressing <Enter>, the following prompt appears:

```
PRINT REQUESTS FOR:  (9/18/1989 - 5/18/1999): 05/18/1999//
```

Step	Action
1	Press <Enter> to select today's date, **OR**
	Type new date (MM/DD/YY).
2	Press <Enter>.

Continued on next page.

cmsnet25.doc   47   Revised 8/26/2003
                        This guideline is for training
                        and internal use only.

Select Requests to be Printed   After pressing <Enter>, the following prompt appears:

```
Select REQUEST(S) to be printed:  (155254-155254): 155254-155254//
```

Step	Action
1	Press <Enter> to select ALL the Requests/Authorizations displayed, **OR** Type the correct Requests/Authorization Number to print.
2	Press <Enter>.

WARNING!!!   If you choose to print all of the Requests/Authorizations for a day, the output could be significantly large and you will **NOT** be able to stop the print job.

cmsnet25.doc   48   Revised 8/26/2003
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Select # of Copies

After pressing <Enter>, the following prompt appears:

```
HOW MANY COPIES DO YOU WANT PRINTED? 2//
```

Step	Action
1	Press <Enter> to print 2, **OR**
	Enter the number of copies to print.
2	Press <Enter>.

Continued on next page.

cmsnet25.doc   49   Revised 8/26/2003
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Whose Authorized Referrals?

After pressing <Enter>, the following prompt appears:

```
Do you want only the referrals you authorized? NO//
```

Step	Action
1	Type **"Y"** and press <Enter> to print **only** the Auths you worked on, **OR** Press <Enter> to print **ALL** Auths for this date/range.

cmsnet25.doc 50 Revised 8/26/2003
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Printing an Authorization, continued

Referrals not yet Printed or all?

After pressing <Enter>, the following prompt appears:

```
Do you want only the referrals not yet printed? NO//
```

Step	Action
1	Type **"Y"** and press <Enter> to print only the Auths not yet printed, **OR** Press <Enter> to print ALL Auths for this date/range.

cmsnet25.doc   51   Revised 8/26/2003
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Printing an Authorization, continued

To Print

After pressing <Enter>, the following prompt appears:

```
DEVICE: HOME//
```

Step	Action
1	Type **SPOOL** to print, **OR** Press <Enter> to display.

Completion of Printing an Authorized Service

You have successfully printed an Authorized Service.

NOTES

Modifying an Authorization

Modifying an Authorization

To modify an authorization, begin at the Primary Option prompt as seen below:

```
PRIMARY OPTION>  GE   (Generate Requests/Auths/Claims)

EVENT TRACKING OPTION>  AU   (Authorize Request)
```

After logging into CMS Net, at the Primary Option prompt do the following:

Step	Action
1	Type "**GE**" for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type "**AU**" for *Authorize Request*.
4	Press <Enter>.

cmsnet25.doc   54   Revised 8/26/2003
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Identify Patient
After pressing <Enter>, the following appears:

```
CMS                       PATIENT IDENTIFICATION FOR:              CMSPI-10
                          MODIFYING AN AUTHORIZATION


 Enter one of the following identifiers:


 CCS Number:


 Pt Name:


 Birthdate:                    Gender:


 Client Index Number:

```

For instructions on selecting patient, see the Patient ID section of this manual.

cmsnet25.doc   55   Revised 8/26/2003
                              This guideline is for training
                                and internal use only.

Modifying an Authorization, continued

**Select
Authorization**

After pressing <Enter>, the following appears:

```
Select REQUEST: ?
```

Step	Action
1	Type **Request/Auth Number**, **OR**
	Type **"?"** to display all Requests/Auth Numbers for that patient.
2	Press <Enter>

cmsnet25.doc   56   Revised 8/26/2003
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Modifying an Authorization, continued

**Select
Authorization**   After pressing <Enter>, the following appears:

```
PATIENT: SMITH,LISA DAWN   REQUEST NUMBER: 155254   STATUS: AUTHORIZED


Do you want to modify REQUEST data also? No//
```

Please note the message, which appears above the prompt.

Step	Action
1	Type **"Y"** for *YES* if you want to modify the Request info as well as the Authorization, **OR**
2	Press <Enter> to skip.

➡ If you typed "YES" the system will display each Request prompt and you can change data by typing in the modified information.

cmsnet25.doc   57   Revised 8/26/2003
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Modifying an Authorization, continued

Yes to Modify Request Data

The following message appears only if you entered a "Y" to modify Request Data prompt:

```
Finished with REQUEST data.
```

The following prompt will appear only if the Treatment Plan was modified:

```
TREATMENT PLAN modified.  Verify authorized services.
```

Continued on next page.

Modifying an Authorization, continued

The following is the next prompt:

```
TYPE OF AUTHORIZATION: TREATMENT//
```

Step	Action
1	Press <Enter> if the type of authorization is the same (Diagnostic or Treatment), **OR** Modify entry.
2	Press <Enter>.

Continued on next page.

Modifying an Authorization, continued

After pressing <Enter>, the following prompt appears:

```
AUTHORIZED SERVICE:
  1>Patient will have an ingrown toenail removed.
EDIT Option:
```

Step	Action
1	Press <Enter> to skip, **OR** Modify entry. ➡ If partial entry lines are displayed, type **"L"** (for List) at Edit Option and follow prompt to display complete entry lines.
2	Press <Enter>.

This guideline is for training
and internal use only.

Modifying an Authorization, continued

After pressing <Enter>, the following prompt appears:

```
<REQUEST AUTHORIZED>
```

Step	Action
1	Press <Enter>.

Generate Narrative

After pressing <Enter>, the following prompt appears:

```
Do you want to GENERATE an 'AUTHORIZE REQUEST' NARRATIVE? No//
```

For instructions on generating narratives, see "Generate Narratives" in CMS Intro section of this manual.

cmsnet25.doc
61
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Modifying an Authorization, continued

Print Narrative   After generating narrative, the following prompt appears:

```
PRINT NOW? No//
```

For instructions on printing narratives, see "Print Narratives" in CMS Intro section of this manual.

cmsnet25.doc   62   Revised 8/26/2003
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Modifying an Authorization, continued

Please ignore the following message, which appears prior to Mail Message prompt:

```
LETTER 'TREATMENT AUTHORIZED' NOT FOUND
```

Send Mail Message

After printing narrative, the following prompt appears:

```
Do you want to send MAIL Message? No//
```

For instructions on sending Mail Messages, see the "MailMan" section of this manual.

Modifying an Authorization, continued

After sending or not sending a Mail Message, the following prompt appears:

```
Do you want to authorize another request for SMITH,LISA DAWN? No//
```

Step	Action
1	Press <Enter> to skip and exit this function, **OR**
	Type "**Y**" to continue and press <Enter>.

Completion of Modifying an Authorization
You have successfully modified an Authorization.

Continued on next page.

cmsnet25.doc
64
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NOTES

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cmsnet25.doc   65   Revised 8/26/2003
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                                    and internal use only.

Canceling an Authorization

Canceling an Authorization

To cancel an Authorization, begin at the Primary Option prompt:

Important Note

Make a copy of the Authorization for your records, prior to cancellation.

```
PRIMARY OPTION>  GE   (Generate Requests/Authorizations)

GENERATE REQUESTS/AUTHORIZATIONS>  CA    (Cancel Authorization)
```

After logging into CMS Net, at the System Option prompt do the following:

Step	Action
1	Type **"GE"** for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type **"CA"** for *Cancel Authorization*.
4	Press <Enter>.

cmsnet25.doc   66   Revised 8/26/2003
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Canceling an Authorization, continued

Identify Patient

After pressing <Enter>, the following appears:

```
CMS                     PATIENT IDENTIFICATION FOR:             CMSPI-10
                         CANCELLING AN AUTHORIZATION


 Enter one of the following identifiers:


 CCS Number:


 Pt Name:


 Birthdate:                    Gender:


 Client Index Number:
```

For instructions on selecting patient, see the Patient ID section of this manual.

Continued on next page.

cmsnet25.doc   67   Revised 8/26/2003
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Canceling an Authorization, continued

Select Request After selecting the patient and pressing <Enter>, the following appears:

```
Select REQUEST:
```

Step	Action
1	Type **Request Number**, **OR** Type **"?"** to display list.
2	Press <Enter>

Continued on next page.

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and internal use only.

Canceling an Authorization, continued

Reason for Cancellation   After selecting the patient and pressing <Enter>, the following message and prompt appears:

```
MESSAGE APPEARS:
PATIENT: SMITH,LISA DAWN   REQUEST NUMBER: 155254   STATUS: AUTHORIZED

REASON FOR CANCELLATION:
```

Step	Action
1	Type **Cancellation Reason**. ➡ One line of free text.
2	Press <Enter>

Continued on next page.

cmsnet25.doc   69   Revised 8/26/2003
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Canceling an Authorization, continued

Generate Narrative

After selecting the patient and pressing <Enter>, the following message and prompt appears:

```
MESSAGE APPEARS:
<AUTHORIZATION CANCELLED>

Do you want to GENERATE a 'CANCEL AUTH' NARRATIVE? No//
```

For instructions on generating narratives, see "Generate Narratives" in CMS Intro section of this manual.

Print Narrative

After generating narrative, the following prompt appears:

```
PRINT NOW? No//
```

For instructions on printing narratives, see "Print Narratives" in CMS Intro section of this manual.

cmsnet25.doc   70   Revised 8/26/2003
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and internal use only.

Canceling an Authorization, continued

Please ignore the following message, which appears prior to Mail Message prompt:

```
LETTER 'CANCEL AUTH' NOT FOUND
```

Send Mail Message

After printing narrative, the following prompt appears:

```
Do you want to send MAIL Message? No//
```

For instructions on sending Mail Messages, see the "MailMan" section of this manual.

cmsnet25.doc   71   Revised 8/26/2003
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and internal use only.

Canceling an Authorization, continued

After sending or not sending a Mail Message, the following prompt appears:

```
Do you want to cancel another request for SMITH,LISA DAWN? No//
```

Step	Action
1	Press <Enter> to skip and exit this function, **OR** Type "**Y**" to continue.

Completion of Canceling an Authorization

You have successfully cancelled an Authorization.

cmsnet25.doc   72   Revised 8/26/2003
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NOTES

Display Requests (Authorizations)

**Display
Requests
(Authorizations)**

To display a Request (Authorization), begin at the Primary Option prompt:

```
PRIMARY OPTION>  GE  (Generate Requests/Auths/Claims)

EVENT TRACKING OPTION>  DI   (Display Requests)
```

After logging into CMS Net, at the Primary Option prompt do the following:

Step	Action
1	Type **"GE"** for *Generate Requests/Auths/Claims*.
2	Press <Enter>
3	Type **"DI"** for *Display Requests*.
4	Press <Enter>.

Display Requests (Authorizations), continued

Select Request After pressing <Enter>, the following prompt appears:

```
Select REQUEST NUMBER:
```

Step	Action
1	● Enter the Request Number (if known), **OR**
	● Type "P" to select for Patient's Name, **OR**
	● Type "V" for Full Vendor Lookup and first couple letters of Vendor Name. (Example: VABC)
2	Press <Enter>

cmsnet25.doc   75   Revised 8/26/2003
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Display Requests (Authorizations), continued

Select Date

After pressing <Enter>, the following prompt appears:

```
SELECT LIST SHOULD ONLY INCLUDE REQUESTS FILED AFTER:
```

Step	Action
1	Type **Date** *(MM/DD/YY)*, **OR**
	Press <Enter> to get all.

After pressing <Enter>, the following list and the prompt at the bottom of the list displays:

```
PATIENT: 3273185 - WRONG,KID SMITH
ITEM   REQ #      DT FILED    DT AUTH     ST S T  VENDOR NAME

  1    155257    07/01/1999 07/01/1999 A   M DX MERCY AIR AMBULANCE SERV
  2    155258    07/01/1999             R   A    SHIRE, DON DDS
  3    155259    07/01/1999             R   A    SCHMIDT,JOSEPH D MD
  4    155260    07/01/1999             R   A    SAY MD, DORIS

SELECT BY ENTERING ITEM NUMBERS SEPARATED BY SEMI-COLONS or 'ALL':
```

Step	Action
1	Enter **Item Numbers** separated by semi-colons, **OR**
	Enter **All** to get all.
2	Press <Enter>.

Continued on next page.

cmsnet25.doc   76   Revised 8/26/2003
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Display Requests (Authorizations), continued

To Print After pressing <Enter>, the following prompt appears:

```
DEVICE: HOME//
```

Step	Action
1	Type **SPOOL** to print, **OR**
	Press <Enter> to display on screen.

After pressing <Enter>, the following prompt appears:

```
DO YOU WANT THE SELECTION LIST REDISPLAYED? N//
```

Step	Action
1	Press <Enter> to skip, **OR**
	Type **"Y"** for *Yes* to select another request to display or print.

Continued on next page.

cmsnet25.doc   77   Revised 8/26/2003
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Display Requests (Authorizations), continued

After pressing <Enter>, the following prompt appears:

```
Select REQUEST NUMBER:
```

Step	Action
1	Press <Enter> to skip and exit this function, **OR**
	Select **Request Number** as in previous step to continue.

Completion of Display Requests (Authorizations)   You have successfully displayed/printed a Request or Authorization.

Continued on next page.

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Display Requests (Authorizations), continued

NOTES

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